

Disability Insurance Program (DIP) – Human Resource Checklist/Guidelines

If an employee is going to be out of work due to accident, illness or pregnancy for more than 30 calendar days, please follow this guideline/checklist to ensure the employee receives the required documentation/information.

Please note: Employees receiving Workers' Compensation must also comply with the DIP guidelines.

Day 1 On the first day you are notified that your employee is out of work:

- ☐ Provide the employee with the Employee checklist/guidelines posted on the Secure Ben Rep Website at: <http://ben.omb.delaware.gov/benrep.asp> or direct them to the Statewide Benefits Office website at: <http://ben.omb.delaware.gov/disability/index.shtml> where they may view and print the checklist.

Day 5 By the 5th calendar day absence from work:

- ☐ Mail the employee the STD form letter as well as FMLA forms (if eligible).
- ☐ Advise the employee to contact The Hartford at 1-866-945-7781 or online at www.TheHartfordAtWork.com to file an STD claim using the information provided on the Employee checklist/guidelines.
- ☐ Remind the employee they must file an STD claim with The Hartford even if they are receiving Workers' Compensation as FMLA, Worker's Compensation and STD run concurrently.

Day 15 Verify your employee has filed their STD claim:

- ☐ Once the STD claim is filed, the HR representative will receive an Employer Certification form via email that must be completed and returned to The Hartford. A delay in responding can result in a claim denial therefore a response is required within two business days.
- ☐ Follow the employing organizations internal procedures to verify the employee's choice to supplement their STD benefit with available leave accruals, donated leave and/or compensatory time if applicable upon the exhaustion of the 3 or 12 month Salary Supplement in cases where the employee is also approved for Workers' Compensation benefits.

At any point during the claim process:

- ☐ When a request for a Physical Demands Analysis (PDA) is received, please have the form completed by the authorized personnel within the employing organization and return to The Hartford and the RTW Coordinator within **two business days**. The email address for The Hartford is: gbd_syrstd@hartfordlife.com and the RTW-Coordinator is Durae.Johann@state.de.us
- ☐ If the PDA request is made by an analyst from The Hartford, still use this address gbd_syrstd@hartfordlife.com to return the completed form.
- ☐ When contacted by the RTW-Coordinator or The Hartford for return to work assistance for the employee, please respond within **two business days**.
- ☐ If unable to accommodate the employee's return to work for any reason, a written response must be provided to the RTW – C or The Hartford indicating why the employing organization is unable to accommodate.

When your employee returns to work:

- ☐ When the employee returns to work, please notify The Hartford and the RTW-C using the following email addresses: returntowork@hartfordlife.com and returntowork@state.de.us Be sure to include the following:
 - ⇒RTW and last name on the subject line of the email
 - ⇒Date the individual returned to work
 - ⇒Indicate if the individual is returning from STD or LTD
 - ⇒Indicate status (i.e.) full time or part time and with or without restrictions
 - ⇒Indicate if the individual is returning to same job/different job/modified duty
- ☐ If the employee is scheduled to return to work, with or without accommodations, and does not report to work, please notify the RTW- Coordinator.
- ☐ Please contact Durae Johann (RTW-C) with questions or for assistance regarding the RTW process.

Durae Johann

Email: Durae.Johann@state.de.us

302-672-5162 – Direct Dial

302-739-3000 – Fax